

# WorkFirst Re-examination

## Current and Former TANF Client Surveys

### Proposal

The department worked with State Board for Community and Technical Colleges, Employment Security, Commerce and Department of Early Learning representatives to create an online client survey. Online surveys are limited to English and Spanish, so we propose using LEP focus groups as the primary vehicle to gather information from that population.

The focus group questions cover three main areas:

- *WorkFirst Activities*: Rate the effectiveness of recent activities
- *WorkFirst Experience*: Describe issues related to barriers, stacked activities and WCCC
- *Themselves*: Provide basic demographic information such as TANF status and gender

### Plan

	Task	Details	Due
1.	Complete draft survey instrument	WorkFirst Partnership review for content and RDA review for structuring questions and navigation to elicit desired information.	completed
2.	Sub 2 review and approval	Email draft survey and proposal by COB 8/11/10 and seek 8/12/10 decision.	8/12/10
3.	Coordinate with WorkFirst and community partners	Ask WorkFirst and Local Planning Agency partners to help us market and deploy the survey. Send out a proposal and conduct a telephone conference to finalize plans.	8/16/10
4.	Market survey	Ask partners to distribute English and Spanish flyers. Flyers can be printed locally, as needed.	8/16/10 to 8/31/10
5.	Post approved survey on internet	Post English and Spanish survey for two weeks. Link to survey from partner agency computers and invite clients to complete them on-site.	8/18/10 to 8/31/10
6.	Compile results	Compile survey results.	9/3/10

# WorkFirst Re-examination

## Current and Former TANF Focus Groups/Individual Interviews

### Proposal

The focus group questions cover the same topics as those in the online client survey but are more open ended. LEP focus groups, by major languages, will serve as the primary vehicle to gather information from that population. It may take longer to complete the LEP focus groups.

The focus group questions cover three main areas:

- *WorkFirst Activities*: Rate the effectiveness of recent activities
- *WorkFirst Experience*: Describe issues related to barriers, stacked activities and WCCC
- *Themselves*: Provide basic demographic information such as TANF status and gender

### Plan

	Task	Details	Due
1.	Complete draft focus group questions	Base content on WorkFirst Partnership client survey questions. RDA review for structuring questions to elicit desired information.	completed
2.	Sub 2 review and approval	Email draft questions and proposal by COB 8/11/10 and seek 8/12/10 decision.	8/12/10
3.	Coordinate with WorkFirst and community partners	DSHS Regions ask community partners to find 5 to 10 clients for each focus group. Send out a proposal and conduct a telephone conference to finalize plans.	8/16/10
4.	Focus groups	Conduct one focus group per region and provide on-site child care as possible. Will also complete additional LEP focus groups.	8/30/10 to 9/03/10
5.	Individual interviews	Augment focus groups by asking focus group questions via one-on-one interviews in CSO lobbies. One day per CSO.	8/30/10 to 9/03/10
6.	Compile results	Compile focus group and interview results.	9/10/10